

Bug Shark Privacy Policy & SMS Terms and Conditions

Effective Date: 13 October, 2025

1. Introduction

Bug Shark (“we,” “our,” or “us”) values your privacy. This Privacy Policy and SMS Terms & Conditions (“Policy”) explains how we collect, use, and protect your information, and how we use SMS messaging to communicate with you regarding our pest control services.

2. Information We Collect

When you interact with Bug Shark, we may collect the following:

- **Contact Information:** Name, phone number, address, email.
 - **Service Information:** Appointment details, service history, billing records.
 - **SMS Data:** Message content, delivery status, opt-in/opt-out history.
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3. How We Use Information

We use your information to:

- Confirm, schedule, or reschedule service appointments
 - Send technician arrival notices and updates
 - Provide billing notifications and payment confirmations
 - Deliver important service-related communications
 - Respond to inquiries and provide customer support
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4. Sharing of Information

We respect your privacy.

We do not sell, rent, or share your mobile information with third parties or affiliates for marketing or promotional purposes. All categories outlined in this Privacy Policy exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We may share your information only with:

- Trusted service providers that enable SMS delivery, billing, or scheduling systems
 - As required by law, regulation, or legal process
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5. SMS Terms & Conditions

a) Consent & Opt-In

- By providing your phone number and agreeing to this Policy, you consent to receive SMS messages from Bug Shark for service-related purposes.
- Consent is not a condition of purchase.

b) Message Frequency

- Message frequency will vary depending on your service activity (appointments, billing, or technician updates).

c) Opt-Out / Unsubscribe

- You may opt out at any time by replying **STOP**.
- After opting out, you will receive a confirmation message and no further SMS unless you opt in again.

d) Help

- For assistance, reply **HELP** or contact us at (513) 940-0117.

e) Message & Data Rates

- Standard message and data rates may apply, depending on your carrier plan.
- Carriers are not responsible for delayed or undelivered messages.

Our SMS program is used strictly for conversational purposes, including but not limited to:

- Scheduling and confirming appointments
- Providing billing reminders or payment updates
- Communicating with technicians before, during, or after service visits
- Service-related follow-ups and customer support

We do not send marketing or promotional text messages under this program.

6. Data Security & Retention

- We take reasonable measures to protect your information from unauthorized access or disclosure.
 - SMS consent records and communications are retained only as long as necessary to provide services or comply with legal obligations.
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7. Your Rights

Depending on your location, you may have rights to access, update, or delete your personal data. To make a request, contact us at Cincinnati@bugshark.com.

8. Changes to This Policy

We may update this Policy as required by law or to reflect changes in our practices. Updates will be posted at <https://www.bugshark.com>, and the effective date will be revised.

9. Contact Us

For questions about this Policy or our SMS practices, please contact:

Bug Shark

Email: Cincinnati@bugshark.com

Phone: (513) 940-0117